

# Program Guide

**ASHRM<sup>SM</sup>**



**NASHVILLE**  
**2 0 0 3**

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**AIG Healthcare**

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# 2003 Annual Conference Committee

**ASHRM would like to extend many thanks to the ASHRM 2003 Annual Conference Committee. Without their involvement, contribution, perseverance and expertise this conference would not be possible.**

## Chair

June Leigh, RN, BSN, MS, ARM  
CNA HealthPro  
Chicago, IL

Luci Bailly, RN, CRM  
Medical Center Clinic  
Pensacola, FL

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Lakeview Regional Medical  
Covington, LA

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Mercy Health Services  
Baltimore, MD

Marlene Franklin, CPHRM  
Cleveland Clinic Health System  
Cleveland, OH

Michelle Hoppes, RN, MS,  
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MHA Insurance Company  
Lansing, MI

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SSM Cardinal Glennon  
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CPHRM  
Spartanburg Regional  
Healthcare  
Spartanburg, SC

Ann Turbyne, RN, CPHQ,  
BSN  
Elliot Hospital  
Manchester, NH

Peggy West, RN, BSPA,  
FASHRM  
Adventist Health System  
Greenville, TN

## Board Liaisons

Sherrill Peters, RN, ARM,  
CPHRM  
Community Health Systems  
Brentwood, TN

Michael Seitz, BA, FASHRM  
Fairview Health Systems  
Minneapolis, MN

## ASHRM Staff

If you should need any assistance during the conference, please locate an ASHRM member wearing an "ASK ME" button. ASHRM staff is also available to provide assistance. Please leave a message for any of the staff below at the message board, which can be found in the registration area.

Elizabeth Summy  
*Executive Director*

Pamela Para  
*Director, Professional  
& Technical Services*

Sara Haase  
*Manager, Meetings & Exhibits*

Joe Pixler  
*Manager, Communications  
& Publications*

Nancy Neff  
*Project Specialist, Member  
& Chapter Services*

Kimberly Williams  
*Administrative Assistant*

## 2003 ASHRM Board of Directors

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Jane McCaffrey, DFASHRM,  
MHSA  
Oconee Memorial Hospital  
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ECRI  
Plymouth Meeting, PA



The American Society for Healthcare Risk Management is a personal membership group of the American Hospital Association with more than 4,300 members representing health care, insurance, law and other related professions.

•

ASHRM promotes effective and innovative risk management strategies and professional leadership through education, recognition, advocacy, publications, networking and interactions with leading health care organizations and government agencies.

•

ASHRM initiatives focus on developing and implementing safe and effective patient care practices, the preservation of financial resources and the maintenance of safe working environments.

## Vision

*Safe and Trusted Health Care*

## Mission

*To advance safe and trusted patient-centered health care delivery,  
ASHRM promotes proactive and innovative  
management of organization-wide risk.*

# Purpose & Objectives

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The ASHRM Annual Conference & Exhibition provides opportunities to advance the role of the health care risk management professional as an innovative leader in promoting safe and trusted health care. Upon conclusion of this conference, participants will be able to:

- \* Learn and develop effective strategies, techniques and tools for claims management, litigation and facility risk reduction.
- \* Recognize risk exposures, analyze data and resources and explore innovative strategies to enhance patient safety.
- \* Recognize how risk management decisions align with strategic and financial goals of the institution.
- \* Learn innovative approaches to today's risk issues.
- \* Understand and apply techniques and concepts that will enable the risk manager to apply sound risk management principles organization-wide.
- \* Gain a better understanding of current legal and regulatory issues.

## Concurrent Educational Sessions

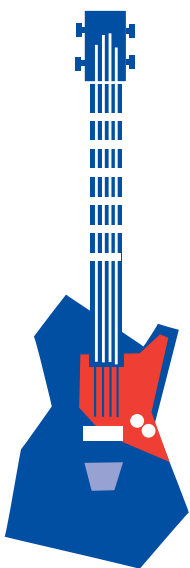
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Concurrent educational sessions are organized into six tracks:

- \* *Claims & Litigation*
- \* *Enterprise Risk Management*
- \* *Legal & Regulatory*
- \* *Patient Safety*
- \* *Risk Financing*
- \* *Special Topics*

Each session is ranked "Essentials" or "Applications/Advanced." Essentials sessions are designed for the beginning risk management professional or someone who wants a refresher course. Applications/Advanced sessions are designed for the professional who desires in-depth analysis and study.

The conference also provides informal networking opportunities for participants to further their professional development.



# General Program

## Registration

*Gaylord Opryland Resort & Convention Center, Delta Lobby A, Level 2*  
Conference registration will be held during the following times:

<b>Saturday, Nov. 1</b>	2:00 – 7:00 p.m.
<b>Sunday, Nov. 2</b>	7:30 a.m. – 6:30 p.m.
<b>Monday, Nov. 3</b>	7:30 a.m. – 5:00 p.m.
<b>Tuesday, Nov. 4</b>	7:30 a.m. – 1:30 p.m.



## Exhibition

*Gaylord Opryland Resort & Convention Center, Ryman Exhibit Hall C2, Level 0*

The 2003 exhibition features more than 140 companies showcasing a wide variety of products and services, including professional liability insurance products and brokerage services, data systems, consultation services and instructional media products. Be sure to visit the exhibit hall and view the latest products and information for the health care risk management professional. Exhibition hours are as follows:

<b>Sunday, Nov. 2</b>	6:30 – 9:00 p.m.
<b>Monday, Nov. 3</b>	7:30 – 8:30 a.m. 9:30 – 11:00 a.m. 4:30 – 6:30 p.m.
<b>Tuesday, Nov. 4</b>	7:30 – 8:30 a.m. 10:00 a.m. – 1:30 p.m.

## ASHRM Bookstore & Cyber Cafe

*Gaylord Opryland Resort & Convention Center, Delta Lobby A, Level 2*

Complete your professional resource library with exclusive ASHRM products and publications available here. Use the Cyber Café to check e-mail and keep in contact with the office during the week. The store and cafe will be open the following hours:

<b>Saturday, Nov. 1</b>	2:00 – 6:00 p.m.
<b>Sunday, Nov. 2</b>	7:30 a.m. – 5:30 p.m.
<b>Monday, Nov. 3</b>	7:30 a.m. – 5:00 p.m.
<b>Tuesday, Nov. 4</b>	7:30 a.m. – 4:00 p.m.
<b>Wednesday, Nov. 5</b>	7:30 a.m. – 12:00 p.m.

## Attire

ASHRM is providing a relaxed educational atmosphere and we suggest that you dress business casual. This may include slacks, blazers, blouses and casual dresses or a sweater or sports coat. Use your best judgment to represent yourself and your organization. Please note that the attire for the Presidents' Reception is business attire. Please be sure to bring a sweater or jacket for the cool, breezy nights.

# Information

## Message Board

*Gaylord Opryland Resort & Convention Center, Delta Lobby A, Level 2*  
Leave messages for fellow attendees during the week.

## Audiotapes & CDs

Recordings of the educational sessions are available for purchase in the registration area Monday through Wednesday morning.

## Conference Evaluations

ASHRM will administer conference evaluations via E-MAIL. After the conference, each registered attendee will be sent a link to the 2003 ASHRM Conference Evaluation form. If you did not provide ASHRM with an e-mail address, the evaluation link will be faxed to you. ASHRM will give away one free conference registration to the 2004 Annual Conference & Exhibition in Orlando, FL, to a lucky ASHRM attendee who fills out the evaluation. The evaluation is your chance to voice your opinion about this year's conference. It only takes a few minutes and provides ASHRM with useful information.

## CE Certificates

This year, ASHRM will E-MAIL the Continuing Education Credit certificates to all registered attendees AFTER the conference. If you did not provide ASHRM with an e-mail address, the certificate will be faxed to you.

## Shipping

The Guest Parcel Desk, located outside the Tennessee Ballroom on the second level of the hotel, is available for all your shipping needs. The Parcel Desk's hours are 7:00 a.m.-6:00 p.m. Monday through Friday, and 9:00 a.m.-4:30 p.m. Saturday and Sunday. There is also a Kinko's located in the hotel's Delta area on the second floor. It is a FedEx drop site and will have all the necessary FedEx materials available, including boxes and labels. Please have either a credit card or FedEx number on hand, as it will not accept payment for shipments. Kinko's is open 7:00 a.m.-10:00 p.m. Monday through Friday and 9:00 a.m.-9:00 p.m. Saturday and Sunday.

## Chapter Booths

*Gaylord Opryland Resort & Convention Center, Delta Lobby A, Level 2*

Be sure to stop by the 2003 Host Chapter Booth staffed by the Tennessee Society for Health Care Risk Management to say "hello" and pick up local site information. You will also be able to preview Orlando, the 2004 ASHRM Annual Conference & Exhibition location, Oct. 17-20. Mark your calendars!

# Program Schedule

## Thursday, Oct. 30

**7:00 – 8:15 a.m.**

Registration & Continental Breakfast  
Essentials Module/Delta D Lobby, Level 2

**8:15 a.m. – 5:00 p.m.**

Essentials Module/Delta D

**12:00 – 1:00 p.m.**

Essentials Module Luncheon/Delta C,  
Delta Mezzanine

## Friday, Oct. 31

**7:30 – 8:00 a.m.**

Continental Breakfast  
Essentials Module/Delta D Lobby, Level 2

**8:00 a.m. – 5:00 p.m.**

Essentials Module/Delta D

**12:00 – 1:00 p.m.**

Essentials Module Luncheon/Delta C,  
Delta Mezzanine

## Saturday, Nov. 1

**7:30 – 8:00 a.m.**

Continental Breakfast  
Essentials Module/Delta D Lobby, Level 2

**8:00 a.m. – 12:00 p.m.**

Essentials Module/Delta D

**1:00 – 3:00 p.m.**

Chapter Leadership Meeting/Bayou A,  
Delta Mezzanine

## Sunday, Nov. 2

**8:00 – 9:30 a.m.**

First Time Attendees' Breakfast Meeting/  
Bayou CD, Delta Mezzanine

**8:00 – 9:00 a.m.**

Registration & Continental  
Breakfast/CPHRM Examination  
Preparation Session/Bayou AB Foyer,  
Delta Mezzanine

**9:00 a.m. – 3:00 p.m.**

CPHRM Examination Preparation Session/  
Bayou AB

**12:00 – 1:00 p.m.**

CPHRM Examination Preparation Session  
Luncheon/Bayou AB Foyer, Delta  
Mezzanine

**1:00 – 2:00 p.m.**

Journal Author Orientation/Bayou E,  
Delta Mezzanine

**3:30 – 5:00 p.m.**

Opening Keynote Session/ Delta Ballroom  
A, Level 2

**5:00 – 6:30 p.m.**

Presidents' Reception/Delta Island

**6:30 – 9:00 p.m.**

Exhibit Hall Opening/Ryman  
Exhibit Hall C2, Level 0

## Monday, Nov. 3

**7:30 – 8:30 a.m.**

Networking Breakfast/Ryman Exhibit Hall C2,  
Level 0

**8:30 – 10:00 a.m.**

Keynote Session/Delta Ballroom A, Level 2

**9:30 – 11:00 a.m.**

Refreshment Break/Ryman Exhibit Hall C2,  
Level 0

**10:30 – 11:30 a.m.**

Concurrent Sessions/*Various Delta  
Mezzanine Meeting Rooms*

**12:00 – 1:30 p.m.**

Annual Business Meeting &  
Luncheon/Delta Ballroom A, Level 2

**1:45 – 3:15 p.m.**

Concurrent Sessions/*Various Delta  
Mezzanine Meeting Rooms*

**3:30 – 4:30 p.m.**

Concurrent Sessions/*Various Delta  
Mezzanine Meeting Rooms*

**4:30 – 6:30 p.m.**

Networking Reception/Ryman Exhibit Hall  
C2, Level 0

## Tuesday, Nov. 4

**7:30 – 8:30 a.m.**

Networking Breakfast/Ryman Exhibit Hall C2

**8:30 – 10:00 a.m.**

Keynote Session/Delta Ballroom A, Level 2

**10:30 – 11:30 a.m.**

Concurrent Sessions/*Various Delta  
Mezzanine Meeting Rooms*

**11:30 – 1:30 p.m.**

Networking Luncheon/Ryman Exhibit Hall C2

**12:00 – 1:00 p.m.**

Past Presidents' Luncheon/Delta Island E

**1:45 – 3:15 p.m.**

Concurrent Sessions/*Various Delta  
Mezzanine Meeting Rooms*

## Wednesday, Nov. 5

**7:30 – 8:30 a.m.**

Networking Breakfast/Delta Ballroom BC  
Level 2

**8:30 – 10:00 a.m.**

Concurrent Session/*Various Delta  
Mezzanine Meeting Rooms*

**10:30 – 12:00 p.m.**

Closing Keynote Session/Delta Ballroom A,  
Level 2



# Continuing Education Credits Approved for ASHRM 2003



## Annual Conference & Exhibition “Grand Ole Opportunity”

### Essentials Module

- This program has been approved for **16.75** CE hours for CPHQ recertification by the HQCB.
- ASHRM is authorized to award **17.75** hours of pre-approved Category II (non-ACHE) continuing education credit for this program toward advancement or recertification in the American College of Healthcare Executives. Participants of this program wishing to have the continuing education hours applied toward Category II credit should list their attendance when applying for advancement, recertification or reappointment in ACHE.
- This CE activity, for **21.3** contact hours, has been provided by the American Society for Healthcare Risk Management. The American Society for Healthcare Risk Management is an approved provider of continuing nursing education by the Illinois Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation. INA Provider Approval Number 0806-4022-003.
- This program has been approved for a total of **21.3** contact hours toward fulfillment of the requirements of ASHRM designations of FASHRM (Fellow) and DFASHRM (Distinguished Fellow) and toward CPHRM renewal (Content Codes: 1, 2, 3, 4, 5, 6; Type Code: 1).
- This program has been approved for **7** continuing education units for use in fulfilling the continuing education requirements of the American Health Information Management Association (AHIMA).
- This program has been approved for **15** CE hours for CPHQ recertification by the HQCB.
- This program has been approved for **13.5** CEUs by the HCCB (Code: ASHRM-15).
- ASHRM is authorized to award **13.5** hours of pre-approved Category II (non-ACHE) continuing education credit for this program toward advancement or recertification in the American College of Healthcare Executives. Participants of this program wishing to have the continuing education hours applied toward Category II credit should list their attendance when applying for advancement, recertification, or reappointment in ACHE.
- This CE activity, for **16.2** contact hours, has been provided by the American Society for Healthcare Risk Management. The American Society for Healthcare Risk Management is an approved provider of continuing nursing education by the Illinois Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation. INA Provider Approval Number 0806-4022-004.
- This program qualifies for **16.2** contact hours of continuing education credit toward fulfillment of the requirements of ASHRM designations of FASHRM (Fellow) and DFASHRM (Distinguished Fellow), and toward CPHRM renewal.

*Consistent with ASHRM policy, faculty are expected to disclose any commercial or other personal interests that create, or may be perceived as creating, a conflict of interest related to the material being presented or discussed.*

# Keynotes and Concurrent

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## Sunday

### OPENING KEYNOTE SESSION

3:30 – 5:00 p.m.

#### **The Imperfect Science of Medicine**

Dr. Atul Gawande

*Assistant Professor of Health Policy,*

*Harvard School of Public Health*

*General Surgeon, Brigham and Women's Hospital  
in Boston*

Gaylord Opryland Resort & Convention  
Center, Delta Ballroom A, Level 2

### Presidents' Reception

5:00 – 6:30 p.m.

Gaylord Opryland Resort & Convention  
Center, Delta Island

### Exhibit Hall Opening

6:30 – 9:00 p.m.

Gaylord Opryland Resort & Convention  
Center, Ryman Exhibit Hall C2



Rooms can fill quickly—  
arrive early.

## Monday

### GENERAL SESSION

8:30 – 10:00 a.m.

#### **Get a Life: A New Approach to Energy and Enthusiasm**

Amanda Gore

Gaylord Opryland Resort & Convention  
Center, Delta Ballroom A, Level 2

### Concurrent Sessions

10:30am – 11:30am

#### **MON-01 The Controversy Over the Incidence of Medical Injuries: How Many Medical Injuries Occur Nationally Each Year, and Why Do We Care?**

Level: Applications/Advanced

David Shapiro, MD, JD

Bayou CD

#### **MON-02 Connecting the Dots: The Successful Integration of Risk Management, Performance Improvement and Patient Safety in a Complex Health Care Organization**

Level: Applications/Advanced

Denise Shope, BSN, ARM, CPHRM

Delta D

#### **MON-03 EMTALA: Learn It the Easy Way**

Level: Essentials

Dan Sullivan, MD, JD, FACEP

Canal B

#### **MON-04 Perinatal Risk Management: An Effective Multi-Disciplinary Program**

Level: Essentials

Joan Edwards, RNC, MN, CNS

Canal C

#### **MON-05 Report of the National Advisory Council on Patient Safety**

Joanne Turnbull, Ph.D.

Canal A

# Schedule



## **MON-06 Alternative Risk-Financing Strategies**

Level: Applications/Advanced

Brad Gabbard, CPCU

Bayou A

## **MON-07 Effective Communications as a Risk Management Tool**

Level: Essentials

Doug Levy, JD

Canal D

## **MON-08 The Top 5 Conditions Leading to Emergency Room Malpractice Claims**

Level: Essentials

Diane Sixsmith, MD, MPH, FACEP

Bayou E

## **Concurrent Sessions**

**1:45 – 3:15 p.m.**

## **MON-09 High Volume, High Exposure, High Risk: An Integrated Delivery System's Approach to Effective Claims Management**

Level: Applications/Advanced

Marianne Ambookan, RN

Donn Haber, MPA

Delta D

## **MON-10 Managing the Collision of Tossed Dice (Enterprise Risk Management)**

Level: Applications/Advanced

Peter Young, Ph.D.

Bayou CD

## **MON-11 Advanced EMTALA: Learn It the Easy Way**

Level: Applications/Advanced

Dan Sullivan, MD, JD, FACEP

Canal A

## **MON-12 How To Develop a Culture of Safety**

Level: Applications/Advanced

Barbara Crim, RN, MBA, CNOR

Deanna Parsons

Bayou E

## **MON-13 Hospital Sponsored Physician Programs in a Hard Market**

Level: Applications/Advanced

Paul Greve, JD, RPLU, DFASHRM

Canal C

## **MON-14 Building for Patient Safety**

Level: Applications/Advanced

John Reiling, MBA, MHA

Canal D

## **MON-15 HIPAA: How Do You Know if You Are in "Compliance"?**

Level: Essentials

Veronica Marsich, JD

Canal B

## **MON-16 "First Do No Harm, Part 2": A Strategy for Educating Leadership**

Level: Applications/Advanced

Peggy Martin, MS, ARM, MEd, DFASHRM

Geri Amori, Ph.D., ARM, FASHRM, CPHRM

Frank Federico

Bayou A

## **Concurrent Sessions**

**3:30 – 4:30 p.m.**

## **MON-17 Security Incident Liabilities**

Level: Essentials

Fred Roll, MA, CHPA-F, CPP

Bayou E

## **MON-18 You, Too, Are a Risk Manager: Strategies To Educate and Coach Health Care Staff**

Level: Essentials

Denise Myers, RN, MS, CNAA, CPHRM

Susan S. Brewer

Bayou CD

# Keynotes and Concurrent

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## **MON-19 Issues in Credentialing: A Case Study**

Level: Applications/Advanced

John Serpe

Delta D

## **MON-20 Managing An Event: Lessons Learned When Things Run Amok**

Level: Essentials

Monica C. Berry, BSN, JD, LLM, DFASHRM,  
CPHRM

Dan Ford

Canal A

## **MON-21 Understanding Actuarial Funding Analysis**

Level: Essentials

Sharon Robinson, FCAS, MAAA

Canal C

## **MON-22 Medication Error Reporting: A Key Component To Improving Quality and Promoting Patient Safety**

Level: Essentials

Shawn Coniff Becker, BSN, RN  
Ellen Quinn, RN, ARM, FASHRM

Bayou A

## **MON-23 CMS's National Nursing Home Quality Initiative: What Does It Really Mean to Risk Managers?**

Level: Essentials

Sherry Brunner, CPHRM, NHA  
Diana Jarrett, RN, NHA

Canal D

## **MON-24 Comprehensive Risk Management for the Medical Office Practice**

Level: Essentials

Linda Blythe, RN, CPHRM, ABRN

Canal B

## Tuesday

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### **KEYNOTE SESSION**

**8:30 – 10:00 a.m.**

### **Legislative, Regulatory & Case Law Update**

John West, JD, MHA, DFASHRM,  
and Mark Kadzielski, JD

Gaylord Opryland Resort & Convention  
Center, Delta Ballroom A, Level 2

### **Concurrent Sessions**

**10:30 – 11:30 a.m.**

### **TUES-01 The Top 5 Conditions Leading to Emergency Room Malpractice Claims**

Repeat of MON-08

Delta D

### **TUES-02 A Road Map to Effective Risk Management and Loss Prevention Programs**

Level: Essentials

Theresa Tonies, RN, JD, ARM, CPHRM

Bayou E

### **TUES-03 Medical Error Reporting: Take Control of the Process and “Do The Right Thing” To Reduce Errors and Improve Patient Safety**

Level: Applications/Advanced

Daniel P. Groszkrüger, JD, MPH, CPHRM  
Jeffrey F. Driver, JD, MBA, FASHRM, CPHRM

Bayou CD

### **TUES-04 Developing an In-House Physician Education Program To Reduce Risk: One Organization’s Experience**

Level: Applications/Advanced

Lisa Havens-Cortes, JD, MSN, RN, CPHRM  
Carolan Wishall, BA, CPHRM

Canal A

# Schedule



## **TUES-05 Team Risk: The CFO's Perspective**

Level: Applications/Advanced

Michael O'Boyle

Canal C

## **TUES-06 The Hospitalist Movement; Selected Issues and Solutions**

Level: Applications/Advanced

Kenneth Mishark, MD

Jeannette Ward, RN, JD, CPHRM

Bayou B

## **TUES-07 Failure Mode and Effect Analysis: The Basics and Beyond**

Level: Essentials

Michelle Hoppes, RN, MS, AHRMQR, DFASHRM

Bayou A

## **TUES-08 Understanding Actuarial Funding Analysis**

Repeat of MON-21

Canal B

## **Concurrent Sessions**

1:45 – 3:15 p.m.

## **TUES-09 Patient Safety Strategies for Creating Culture Change**

Level: Applications/Advanced

Ginny Morrison, JD

Debra Gerardi, JD, RN, MPH

Delta D

## **TUES-10 Enterprise Liability: A Risk Management Perspective on Exposures and Solutions**

Level: Essentials

Fay Rozovsky, JD, MPH, DFASHRM, DSA

Canal A

## **TUES-11 HIPAA: How Do You Know if You Are in "Compliance"?**

Repeat of MON-15

Canal B

## **TUES-12 Risk/Quality Sensors**

Level: Applications/Advanced

Vicki Haddock, RN, ARM, CPHRM

Eva Carmon, CPHQ

Bayou A

## **TUES-13 Mission Possible: Linking Peer Review and Process Improvement**

Level: Applications/Advanced

Cindy Ebner, MSN, RN

Joyce Taylor, MBA, RN, CPHQ

Bayou E

## **TUES-14 Underwriting Obstetrical Liability**

Level: Applications/Advanced

Susan Chemielski, APRN, JD, CPHRM

Bayou CD

## **TUES-15 JCAHO 2004 National Patient Safety Goals**

Level: Essentials

Richard Croteau, MD

Canal C

## **TUES-16 Situation Awareness: Your Key To Improving Care While Managing Risk**

Level: Applications/Advanced

Corporate Aces

Scott Harrison Turner, Lt. Col. (Retired, USAF)

Walter Kurtz

Bayou B

# Schedule

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## Wednesday

### Concurrent Sessions

8:30 –10:00 a.m.

#### **WED-01** Demonstrative Evidence in Medical Litigation & Risk Management

Level: Applications/Advanced

Sue Seif, MA, CMI

Delta D

#### **WED-02** Situation Awareness: Your Key To Improving Care While Managing Risk

Repeat of TUES-16

Canal C

#### **WED-03** Hospital Malpractice and Quality: Reducing Omission and Delays in Diagnosis and Treatment

Level: Essentials

Sherrie Dulworth, RN, CPHRM

Canal A

#### **WED-04** JCAHO's New Survey Process and Its Impact on Risk Management

Level: Essentials

Kathleen Catalano, RN, JD

Bayou CD

#### **WED-05** "First Do No Harm, Part 2": A Strategy for Educating Leadership

Repeat of MON-16

Canal B

#### **WED-06** The Perfect Storm: Improving Your Submission

Level: Applications/Advanced

William McDonough, MPAA, ARM, FASHRM

Bayou A

#### **WED-07** Current Issues in Obstetrics Liability

Level: Applications/Advanced

Larry Veltman, MD

Bayou E

#### **WED-08** High Volume, High Exposure, High Risk: An Integrated Delivery System's Approach to Effective Claims Management

Repeat of MON-09

Bayou B

### CLOSING KEYNOTE SESSION

10:30 a.m. – 12:00 p.m.

Donna Shalala

President, University of Miami

Gaylord Opryland Resort & Convention Center, Delta Ballroom A, Level 2

*We ask that you respect  
the ASHRM faculty  
by turning off pagers,  
beepers and cell phones  
during all general and  
concurrent sessions.  
Thank you.*



# Conference & Exhibition Sponsors

*Special thanks to ASHRM's Annual Conference & Exhibition sponsors*



**American International Group**  
On-Site Program Guide

*Aon Healthcare Alliance*

**AON Healthcare Alliance**  
Tote Bags



**Chubb Executive Risk**  
Presidents' Reception

**MARSH**

**Marsh USA, Inc.**  
Conference Proceedings Book & CD



**Seif & Associates**  
Conference Signage



**Willis Healthcare Practice**  
Lanyards



**PRIMEDIA**  
Conference Calendar Notebook



**Octagon Risk Services**  
Monday Networking Breakfast

ASHRM greatly appreciates your participation and support. It is through your generosity that ASHRM continues to present outstanding Annual Conferences & Exhibitions.

# ASHRM Exhibitors Listing

## Exhibitors

## Booth #

ABS Consulting . . . . .	413
Ace Medical Risk. . . . .	501
ACS Healthcare Solutions, MIDAS+ . . . . .	433
AIG Healthcare . . . . .	109
The Air Company, Inc. (TAC) . . . . .	136
ALARIS Medical Systems . . . . .	530
American Academy of Family Physicians . . . . .	532
American Hospital Association. . . . .	327
American Society for Healthcare Risk Management (ASHRM) . . . . .	137
Aon . . . . .	101
Arch Insurance Group . . . . .	337
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# ASHRM Exhibitors Listing

## Exhibitors

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# ASHRM Exhibitors Listing

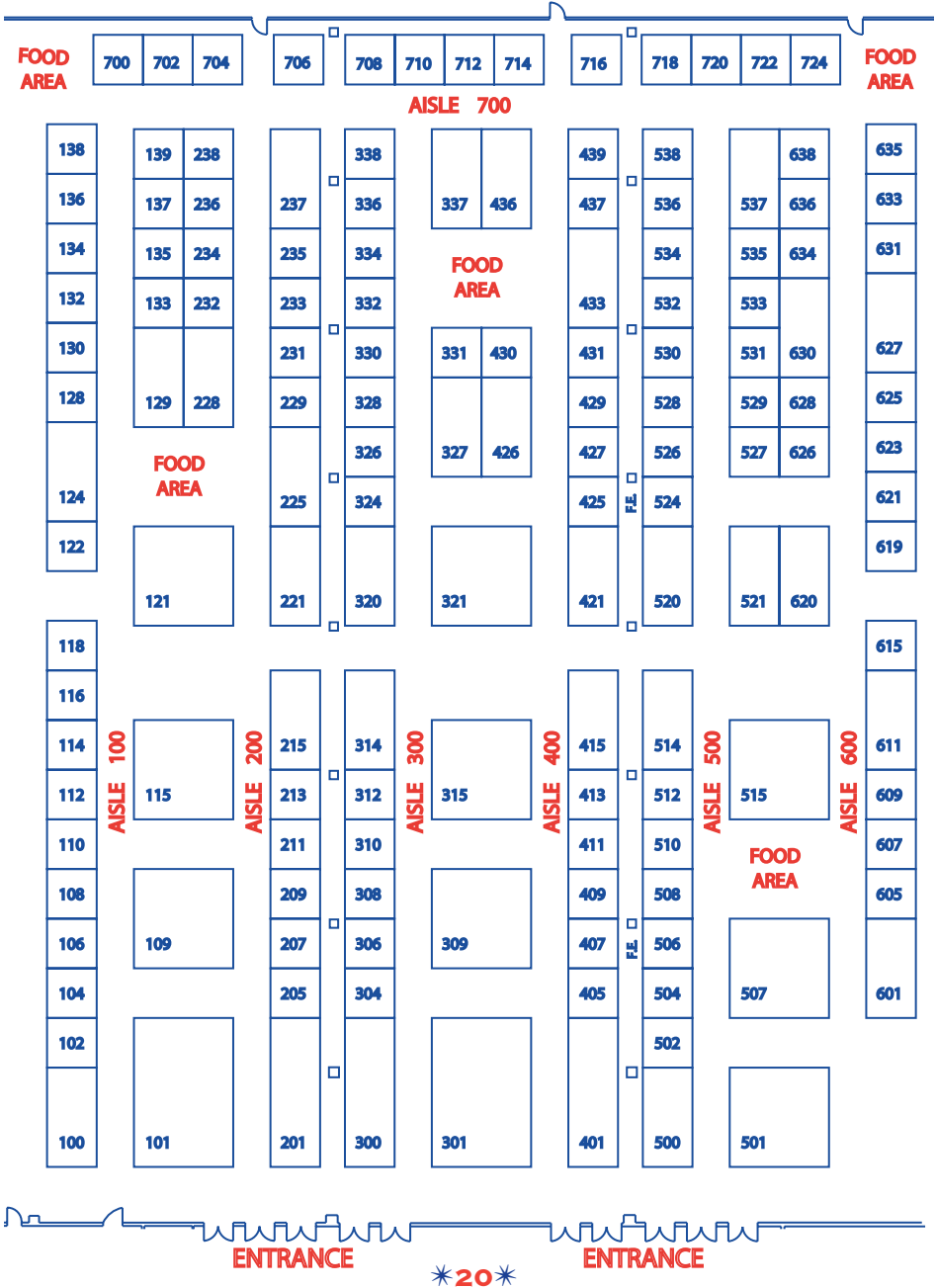
## Exhibitors

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# Exhibit Hall Floor Plan

## GAYLORD OPRYLAND RESORT & CONVENTION CENTER RYMAN C2 EXHIBIT HALL



# Hotel Maps

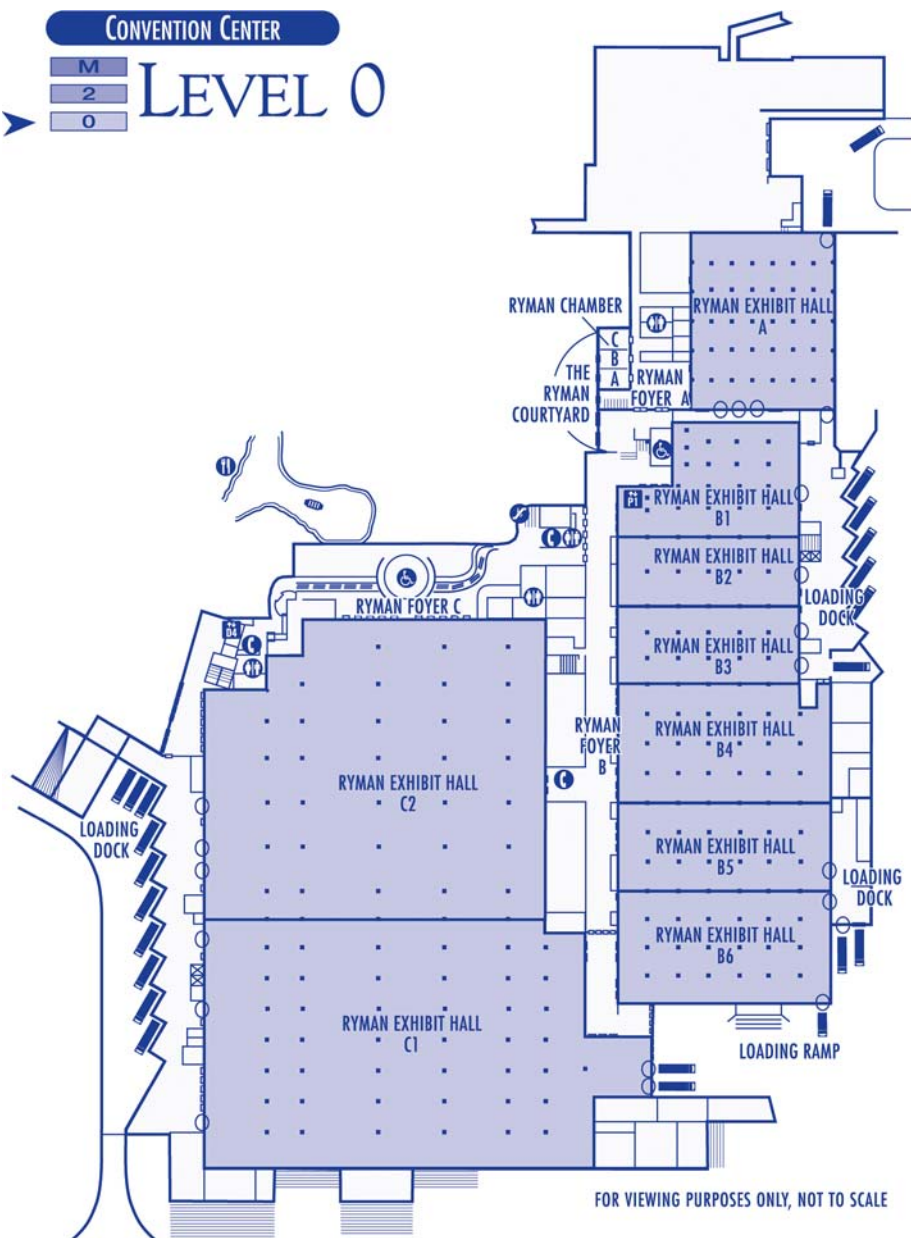
CONVENTION CENTER

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# Hotel Maps

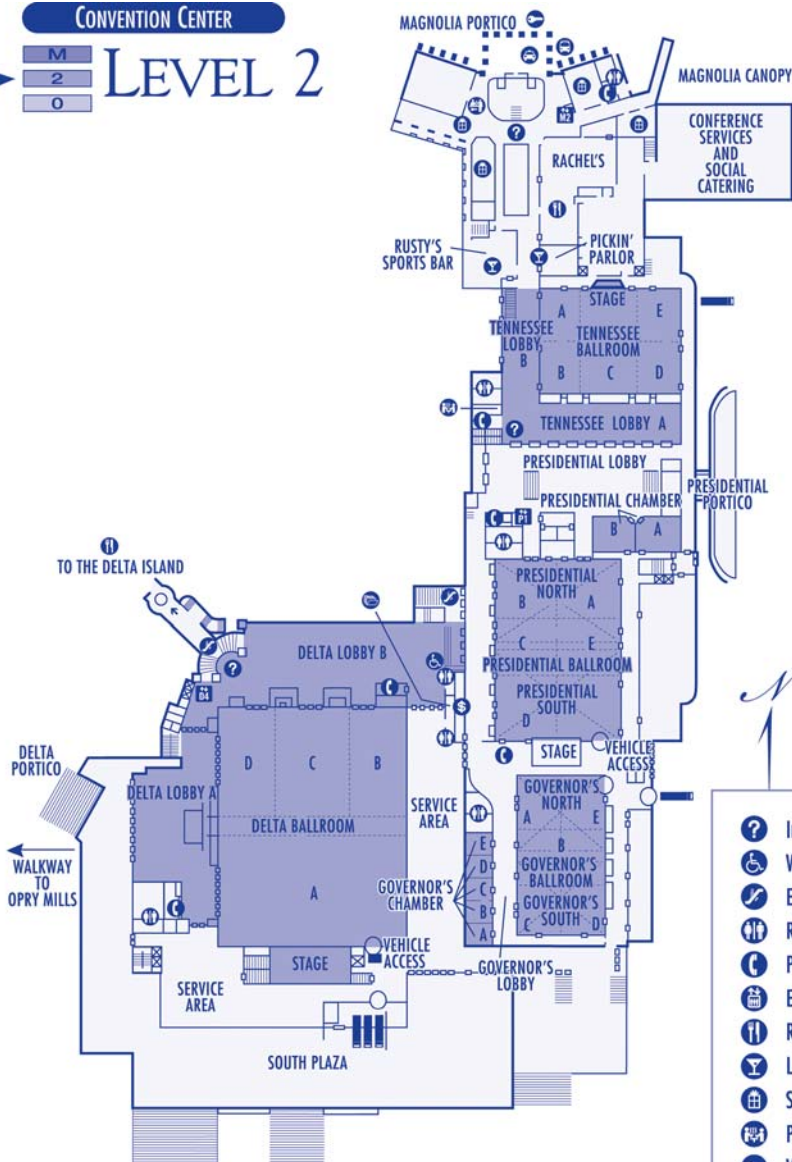
## CONVENTION CENTER

M

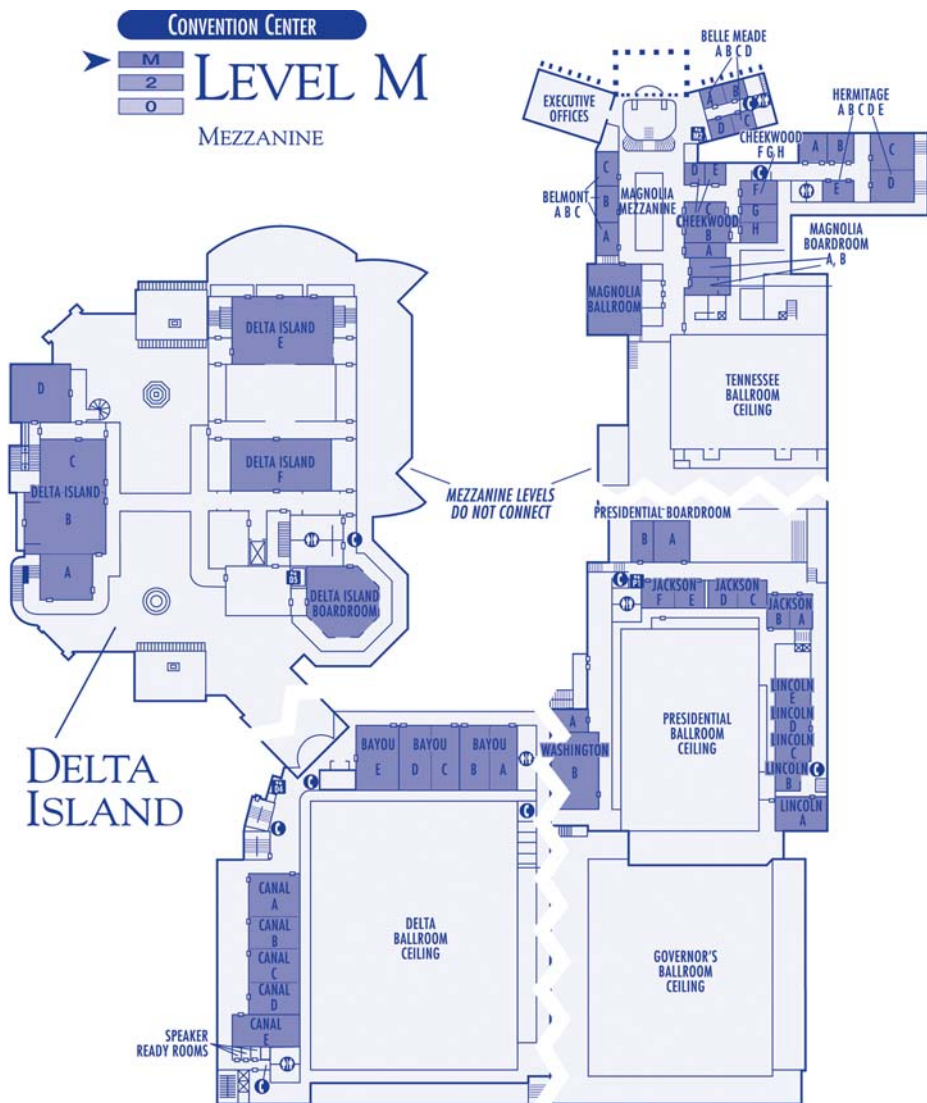
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# Hotel Maps



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